



COE Support Services Acquisition



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DOT Mission

Serve the United States by ensuring a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests and enhances the quality of life of the American people, today and into the future.

Acquisition Goals

- Ensure the integrity and fairness of the procurement process
- Have a productive exchange of information with potential Offerors
- Provide all potential Offerors the same information regarding the procurement
- Ensure an excellent competition
- Obtain the best value solution for DOT

Proposal Information

- 2 volumes: Technical Proposal and Contract Documentation and Price Proposal
- Technical Proposal contains the following:
 - Organization and Management Approach
 - Technical Approach, including Performance Work Statement, Quality Assurance Plan, and Transition Plan
 - Past Performance

Evaluation Factor Weighting

Non-price factors, together, are more important than the price factor. Non-price Factor 1 (Organization and Management Approach) is more important than Factors 2 (Technical Approach) and 3 (Past Performance), which are equally important.

Contract Award

The Government intends to award one contract to the responsible Offeror whose proposal represents the best value, price and other factors considered.

Best value is defined in FAR Part 2 as the expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement.

Contract Award (cont'd)

The Contracting Officer may consider award to other than the lowest price Offeror or other than the highest technically rated Offeror when in the best interest of the DOT.

In performing its best value analysis, the Government will compare any relevant differences among the evaluated proposals to determine which proposal offers the overall best value. This effort will include comparing the strengths, weaknesses and risks associated with each offer.

Contract Approach

The Government reserves the right to award the contract based upon initial offers received, without discussions or negotiations of such offers. Therefore, the initial proposal should contain the Offeror's best terms from a technical and cost/price standpoint.

In addition, it is important that each offer fully address the requirements stated in this RFP, including any exceptions thereto or deviations there from.

Next Steps

- Conference slides will be posted on www.fbo.gov
- No questions will be taken today
- Proposals due on April 17, 2009 at 4 PM
- Provide questions no later than Friday, March 13, 2009 at 2 PM to Loni Chinn at loni.chinn@dot.gov

Direct All communication to Loni Chinn

Next Steps (cont'd)

- Evaluation team will rate proposals against the solicitation using a color rating system
- After the technical and price evaluations are completed, the Contracting Officer will review the results and either award on initial offers, or establish a competitive range
- If a competitive range is established:
 - Oral presentations may be held
 - Final proposal revisions will be requested and evaluated

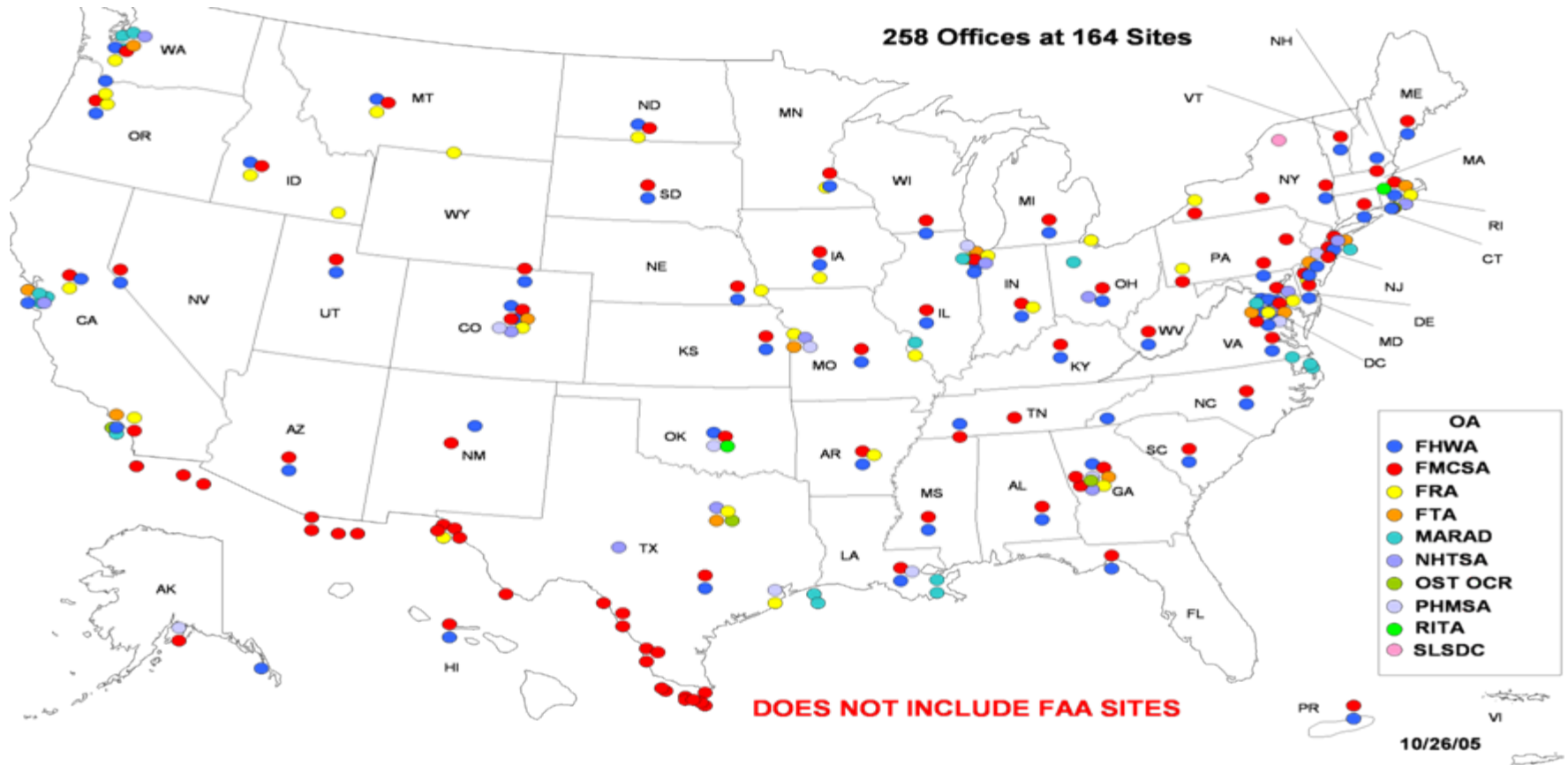
Background

- Services are managed through DOT OCIO, Office of IT Shared Services
- DOT has been transforming its information technology services to a Common Operating Environment (COE)
- The COE has been implemented at DOT Headquarters in the Washington, DC metropolitan area and at a limited number of field sites
- Additional DOT field locations across the US will continue to be phased to the COE
- Services are provided to customers on a cost recovery basis through a working capital fund
- The current support contract expires in 9/09

COE-Supported Organizations

- ITSS serves 10 Operating Administrations (OAs):
 - OST – Office of the Secretary
 - FHWA – Federal Highways Administration
 - FMCSA – Federal Motor Carrier Safety Administration
 - FRA – Federal Railroad Administration
 - FTA – Federal Transit Authority
 - MARAD – Maritime Administration
 - NHTSA – National Highway Traffic Safety Administration
 - PHMSA – Pipeline and Hazardous Materials Safety Administration
 - RITA – Research and Innovative Technology Administration
 - SLSDC – Saint Lawrence Seaway Development Corporation
- FAA is not included within the scope of supported organizations

Customer Sites



Contract Objectives

- The overall objective of the COE initiative is to provide reliable, available, cost-effective, scalable, and flexible desktop and network services; aligned to the target architecture and that support DOT's strategic IT plans
- The expected outcome is a consolidated and dependable environment measured in terms like consistency, security, higher performance, and lower cost of ownership
- Support services will address three functional areas:
 - Seat and E-Mail Management
 - Infrastructure Management
 - Application Hosting

Contract Objectives

- High customer satisfaction of the end user community and ITSS management based on:
 - quality of services
 - responsiveness to incidents and problems
 - anticipation of emerging needs
- Seamless transition of field offices to COE services
- Project management maturity

Contract Objectives

- Enterprise service desk support including:
 - end-to-end incident management
 - status and tracking
 - capture of tier I, tier II, or tier III support measures
 - knowledge management capture
 - tier-0 self-help database growth
 - continual, measurable service improvement
- Responsive end user desktop support

Contract Objectives

- Timely and informative data and communications
- Consistent, cost-effective performance
- Timely and accurate invoicing and financial status information

Current State

- Government Owned/Contractor Operated
- Full lifecycle management of desktop/laptops
- Infrastructure Operations and Maintenance
- 24X7 support of Network Operations Security Center (NOSC) located at DOT headquarters
- 7-7x5 service desk located off site at contractor facility
- Network and security management
- Tier I and II Incident response handling

Current State

- Support does not include FAA at this time
- Total non-FAA DOT users: 12,500
- Currently supported users: 6,300
- Estimated user base: by September 2009: 8,300
- Estimated user base: by September 2010: 10,300

Current State

- Remedy 5.0 (currently being upgraded to 7.x) is used for service desk, change management
- Call volume – 350 calls/day
- Approximately 600 servers at Southeast Federal Center and Frederick Data Center – 300 supported by incumbent
- Support a variety of hardware and software platforms
- Wireless access across a distributed antenna system to support the DOT HQ location (SFC)
- DOT WAN extending to most DOT remote locations

Current Challenges

- Transition plan for remaining field sites
- Unanticipated mandates
- Transition to Networx
- Ongoing cyber challenges

– Reminder –
**All Communications are to be
Directed to Loni Chinn**

Thank You